## Service Level Metric 1.0
### Response Time - High

| | Current Month | Jan-01 | Feb-01 | Mar-01 | Apr-01 | May-01 | Jun-01 | Jul-01 | Aug-01 | Sep-01 | Oct-01 | Nov-01 | Dec-01 | Current Targets |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Response Time (%) | | 100.0% | 100.0% | | | | | | | | | | | >=90% |
| Green Target (%) | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 85% to 90% |
| Data Quality | | | | | | | | | | | | | | <=85% |
| Color Trend | | 100.0% | 100.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | |

## Service Level Metric 1.1
### Response Time - Medium

| | Current Month | Jan-01 | Feb-01 | Mar-01 | Apr-01 | May-01 | Jun-01 | Jul-01 | Aug-01 | Sep-01 | Oct-01 | Nov-01 | Dec-01 | Current Targets |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Response Time (%) | | 100.0% | 100.0% | | | | | | | | | | | >=90% |
| Green Target (%) | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 85% to 90% |
| Data Quality | | | | | | | | | | | | | | <=85% |
| Color Trend | | 100.0% | 100.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | |

## Service Level Metric 1.2
### Response Time - Low

| | Current Month | Jan-01 | Feb-01 | Mar-01 | Apr-01 | May-01 | Jun-01 | Jul-01 | Aug-01 | Sep-01 | Oct-01 | Nov-01 | Dec-01 | Current Targets |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Response Time (%) | | 100.0% | 100.0% | | | | | | | | | | | >=90% |
| Green Target (%) | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 85% to 90% |
| Data Quality | | | | | | | | | | | | | | <=85% |
| Color Trend | | 100.0% | 100.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | |

## Service Level Metric 1.3
### Service Reporting Delivery

| | Current Month | Jan-01 | Feb-01 | Mar-01 | Apr-01 | May-01 | Jun-01 | Jul-01 | Aug-01 | Sep-01 | Oct-01 | Nov-01 | Dec-01 | Current Targets |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Service Reporting Delivery (day) | | | | | | | | | | | | | | 7 |
| Green Target (Calender Day) | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 8 |
| Data Quality | AD | | | | | | | | | | | | | 9 |
| Color Trend | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |

## Service Level Metric 1.4
### Resolution Quality

| | Current Month | Jan-01 | Feb-01 | Mar-01 | Apr-01 | May-01 | Jun-01 | Jul-01 | Aug-01 | Sep-01 | Oct-01 | Nov-01 | Dec-01 | Current Targets |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Resolution Quality (%) | | 100.0% | 100.0% | | | | | | | | | | | >=90% |
| Green Target (%) | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 85% to 90% |
| Data Quality | | | | | | | | | | | | | | <=85% |
| Color Trend | | 100.0% | 100.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | |

## Service Level Metric 1.5
### Help Desk Accuracy

| | Current Month | Jan-01 | Feb-01 | Mar-01 | Apr-01 | May-01 | Jun-01 | Jul-01 | Aug-01 | Sep-01 | Oct-01 | Nov-01 | Dec-01 | Current Targets |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Accuracy % | | | | | | | | | | | | | | >=90% |
| Green Target (%) | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 85% to 90% |
| Data Quality | | | | | | | | | | | | | | <=85% |

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Color Trend | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0%

**Help Desk Metric 1.6**

**Request Vol. (Info.Only)**

|  | Current Month | Jan-01 | Feb-01 | Mar-01 | Apr-01 | May-01 | Jun-01 | Jul-01 | Aug-01 | Sep-01 | Oct-01 | Nov-01 | Dec-01 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Number of Requests |  | 7 | 10 |  |  |  |  |  |  |  |  |  |  |
| Green Target (# of Requests) | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| Data Quality |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Color Trend |  | 7 | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Current
Targets

| 100 |
|---|
| 150 |
| >150 |